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April 13, 2010

TO: Each Supervisor

FROM: John F. Schunhoff, Ph.D.   
Interim Director

SUBJECT: REQUEST TO AMEND EXISTING INFORMATION  
TECHNOLOGY SUPPORT SERVICES MASTER  
AGREEMENT (ITSSMA) WORK ORDER WO 04-833 WITH  
ILLUMINOUS ENTERPRISES INCORPORATED

This is to advise you of my intent to request the Internal Services Department (ISD) to amend one current ITSSMA Work Order No. 04-833 with Illuminous Enterprises, Incorporated, to extend this Work Order by 12 months and increase the total maximum amount by \$132,543 from \$299,900 to \$432,443.

In accordance with ITSSMA Guidelines, prior Board notice is required for work orders that will exceed \$300,000. These related work orders exceed that amount in aggregate.

**BACKGROUND**

Rancho Los Amigos National Rehabilitation Center (RLANRC) is primarily a rehabilitation facility and is part of the County of Los Angeles, Department of Health Services (DHS). RLANRC Information Management Services supports approximately 1,400 computers throughout the Medical Center. The systems are connected together on a local area network (LAN) with remote access to mainframes, the Department of Health Services Wide Area Network, and the Internet.

The Consultant will be responsible for supporting our existing Rehabilitation Therapy Information System (RTIS.Net), inpatient and outpatient rehabilitation systems that capture patient evaluations, clinical notes, charge detail and workload. This system is now integrated with our core Hospital Information System (Affinity). The consultant will utilize Microsoft.Net Framework, which includes re-writes/modifies of the current applications, processes and procedures; as well as the development of new end-user reporting systems using VB.Net, Visual Studio 2003, Crystal Reports.Net and client side scripts using Java scripts and ActiveX component tools.

### SCOPE OF WORK

The scope of work will remain unchanged. The Consultant will continue to provide the following:

- Analyzing current projects developed in classic ASP and Delphi.
- Re-writing or re-creating RTIS and RIIS projects to Microsoft.Net Framework.
- Analyzing, designing, developing new processes for centralized data access using Microsoft Visual Studio.Net.
- Designing and developing various end-user screens for input and reporting purposes.
- Documenting all development.
- Modifying existing applications to accommodate change of platforms.
- Making suggestions to management on systems development.

### JUSTIFICATION

RLANRC does not currently have staff, and has been unable to hire additional staff, with the requisite technical skills or knowledge to perform the required tasks listed above. Therefore, RLANRC must augment its workforce through the use of the previously mentioned consultant. RLANRC relies on this consultant with highly specialized training to supplement existing County staff to ensure these systems continue to function properly. This consultant has developed an intimate knowledge of RLANRC's existing legacy applications, which are critical to RLANRC's daily operations. The continued use of this consultant will eliminate potential learning curve issues that might arise if different consultants were obtained to perform these same services. If RLANRC was not able to obtain the technical services and skill set provided by this consultant, the lack of ongoing support and enhancements could adversely affect RLANRC's ability to effectively and efficiently carry out its required goals and objectives.

Although RLANRC recognizes that the reliance on contract consultants is not ideal, it is unable to attract qualified permanent staff within the allocation of items available. Every effort is being made to recruit staff and train existing staff to perform the activities that the current consultants perform.

### FISCAL IMPACT

The hourly rate for the consultant will remain the same during the extended term. Sufficient funds for this project are available in the RLANRC budget.

### NOTIFICATION TIMELINE

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the term of this Work Order and increase the maximum amount. If no objection is received from your Board by May 7, 2010, we will request that ISD proceed with the amendment of this Work Order.


Each Supervisor  
April 13, 2010  
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If you have any questions or require additional information, please let me know.

JFS:lw

c: Chief Executive Office  
County Counsel  
Executive Office, Board of Supervisors  
Chief Information Office  
Internal Services Department

**NOTED AND APPROVED:**

  
Richard Sanchez  
Chief Information Officer

4-21-10  
Date